

TRICARE
Referral or Changes
800-444-5445
877-486-7961
www.humana-military.com

Medications & Refills
361-961-2260
877-520-6582

Pediatrics Fax
361-961-2399

Primary Care Fax
361-961-6185

Central Appointment Line
361-961-6000
877-628-9633

Primary Care Front Desk
361-961-6000 ext 36417

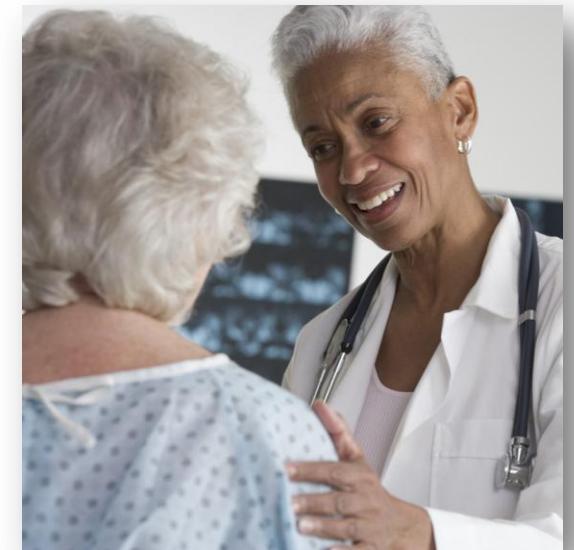


**Stay in touch with your
Medical Home Port Provider**

Staying in touch with your provider just got easier anytime, anywhere, from any Internet connection. It's easy and secure. For your non-urgent needs, you may even save yourself an office visit. No more talking to people other than your Medical Home Port Team about your private matters. Just sign up at: www.relayhealth.com to begin communicating securely with your Medical Home Port Team.

Also follow us on Facebook for new updates: www.facebook.com/nhccc

**DO YOU WANT TO
BE SEEN TODAY?**



Read all about the new
Medical Home Port
at
**Naval Health Clinic
Corpus Christi**

Your Medical Home Port Team

The Navy's Medical Home Port concept introduces a new model of patient and family-centered care. This model emphasizes team-based, comprehensive care that is designed to fully meet the complete primary care health and wellness needs of our patients. The model emphasizes the provider/patient relationship and leveraging other members of the primary care team to actively participate in patient care.

To make the most of our partnership, we promise to be respectful, collaborative, and accessible. In turn, we ask that you engage in ongoing communication with us and that you take charge of your health.

Our responsibilities:

- Listen to you.
- Explain diseases, treatments, results and answer any questions you may have.
- Provide you with information about staying healthy.
- Be available and accessible for your healthcare needs.
- Remind you about important vaccines, tests, and other preventive health measures.
- Keep your medical information private.

Your responsibilities:

- Book an Acute same day appointment for non-emergent illnesses or injuries by calling

NHCCC appointment line: 1-877-NAVYMED.

- Arrive on time for all scheduled appointments and if you cannot make it, let us know in advance.
- Follow your care plan as best as you can.
- Use all available resources to communicate such as Relay Health (secure email messaging) or telephone.
- Provide feedback so we can continue to improve your care and services.

Thank you and welcome to the team.



Being Prompt is Vital

Please arrive 15 minutes ahead of your scheduled appointment. This will allow our staff to check you in and obtain information for your health care provider. Being punctual will also allow the next patient on the schedule to be seen on time.

If you are unable to arrive on time for your scheduled appointment, we can offer you a later one. However, you may request to be on standby for a no-show or cancellation, in which case the staff will inform you of the appointment wait depending upon the provider's schedule; or you may speak with the provider's nurse for further evaluation or other available options.

Medication Refill Policy

If you are currently being seen at this clinic, you may call-in routine refill requests to the pharmacy refill line at 361-937-0137 or contact your provider through Relay Health. Allow 3 working days for the prescriptions to be refilled, so please don't wait until you are out of medications to contact your provider. You may be contacted if the clinic staff determines a routine follow-up appointment is necessary to evaluate your condition, but you will receive enough medication to get you through to your appointment.

Lab & Radiology Requests and Results

If you need to speak with your Primary Care provider about your test results, please call 1-877-NAVYMED and ask to leave a message for the clinic nurse, or use Relay Health to receive results and a message from your provider. We will return your call as soon as possible, but no later than 3 business days.

Preventive Maintenance

The best medicine is to find problems early and take care of them before they can cause damage. Your Medical Home Port Team will be reviewing your records and contacting you through Relay Health or by phone to drop-by for labs or other studies. You may also receive a reminder call about future appointments.